

OBSERVATION REPORT #87

Verizon-New Jersey's (Verizon-NJ) data fields used in the calculation of Ordering metrics are inaccurate.

Issue

As part of metrics data integrity testing, KPMG Consulting attempted to verify various Verizon-NJ data fields in the Ordering domain for KPMG Consulting orders. These included the order receipt date and time (receipt date and time 1), confirmation date and time (confirmation date and time 1), the rejection date and time (rejection date and time 1), the work completion notification date and time (SOP notification date and time 1), the bill completion date (CRIS completion date last), and the bill completion notification date and time (CRIS notification date and time 1).

KPMG Consulting found 31 orders with incorrect timestamps. Of the 31 discrepancies, 5 are confirmation date discrepancies, 1 is a rejection date discrepancy, 4 are work completion notification discrepancies, 17 are bill completion date discrepancies, and 4 are bill completion notification discrepancies. Please refer to the tables below for examples of the timestamp discrepancies.

Table 1: KPMG Consulting vs. Verizon-NJ Confirmation Discrepancies

Number	PON	Ver	KPMG Consulting Confirmation Date and Time	Verizon-NJ Confirmation Date and Time 1
1	069021NN0X000010	AB	10/13/2000 15:18	12/28/2000 10:06
2	005011NN0X030008	AB	12/01/2000 9:17	--

Table 2: KPMG Consulting vs. Verizon-NJ Rejection Discrepancy

Number	PON	Ver	KPMG Consulting Rejection Date and Time	Verizon-NJ Rejection Date and Time 1
3	042011NN0X010002	AD	11/27/2000 8:30	--

Table 3: KPMG Consulting vs. Verizon-NJ Work Completion Notification Discrepancies

Number	PON	Ver	KPMG Consulting Bill Completion Notification Date and Time	Verizon-NJ CRIS Notification Date and Time 1
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4	081041NN0X000007	AA	10/11/2000 12:02	10/11/2000 11:42
5	022011NN0X000006	AA	09/28/2000 3:15	09/27/2000 21:15

Table 4: KPMG Consulting vs. Verizon-NJ Bill Completion Discrepancies

Number	PON	Ver	KPMG Bill Completion Date and Time	Verizon-NJ CRIS Completion Date and Time Last
6	079011NN0X000003	AA	10/23/2000 0:00	10/10/2000
7	006031NN0X000009	AA	10/23/2000 0:00	10/16/2000

Table 5: KPMG Consulting vs. Verizon-NJ Bill Notification Date Discrepancies

Number	PON	Ver	KPMG Consulting Bill Completion Notification Date and Time	Verizon-NJ CRIS Notification Date and Time 1
8	100011NN0X000003	AB	12/13/2000 20:19	12/13/2000 11:1
9	002121NN0X000007	AA	11/03/2000 19:31	10/27/2000 21:36

Assessment

Verizon-NJ's data fields are inaccurate which leads to the inaccurate reporting of metric calculations. With these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.